

SUMMARY OF ADDRESSES

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Administrative Functions	<p>Office of Issuer & Portfolio Management 451 7th Street SW, Room B-133 Washington, D.C. 20410-9000</p> <p>Single Family Division (202) 708-1535 Multifamily Division (202) 708-2043</p>	<ul style="list-style-type: none"> • Inquiries concerning mortgage-backed securities • Submit application for commitment authority or pool numbers • Request IPMS statements • Submit questions about mortgage eligibility or pool or loan package issuance • Submit requests to replace or purchase defective loans • Submit requests to terminate pool • Report change of Issuer's business status, name or address • Submit requests for recertification extension • Submit request for approval of pledge of servicing • Request forbearance approval and submit notices of liquidation • Request copies of pool advance agreement • Submit certificates of insurance, notices of cancellation, notices of embezzlement • Submit questions about net worth calculation • Submit notices of adverse agency action • Request approval of press release or advertising • Submit notice of document inventory issues • Submit remaining funds in P&I account on termination • Request transfers, to, from or between subservicers
Applications (New Issuers)	<p>New MBS Issuer Applications must be submitted ONLY in electronic form through the Ginnie Mae Application Connection. Details are found here: https://newissuerapplication--ginniemae--gov-secure-force-com.ccprod.ginniemae.gov/ApplicationSubmission</p>	<ul style="list-style-type: none"> • Submit application for approval as an MBS Issuer

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Central Paying and Transfer Agent (Remaining Principal Balances)	Ginnie Mae Relationship Services ATTN: Remaining Principal Balances c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Email: ginniemaee1@bnymellon.com	<ul style="list-style-type: none"> • Questions regarding reporting instructions • Obtain information on reporting media • Obtain RPB Report Identification Number • Concerns regarding RPB reporting and/or RPB corrections
Compliance Review Agent (Scheduling)	Ginnie Mae ATTN: Compliance Reviews c/o Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> • Scheduling compliance review
Compliance Review Follow-up	Ginnie Mae ATTN: Compliance Reviews Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> • Send compliance review follow up information
Disaster Assistance	Ginnie Mae Follow the instructions provided in the corresponding Disaster APM	<ul style="list-style-type: none"> • Submit request for disaster assistance
Document Custodian	Ginnie Mae Sr. Vice President Office of Issuer & Portfolio Management 451 7 th Street SW, Room B-133 Washington, D.C. 20410-9000 Phone: (202) 708-1535	<ul style="list-style-type: none"> • Submit requests for reinstatement as document custodian
Employer Identification Number	Internal Revenue Service Center Entity Control Office	<ul style="list-style-type: none"> • Request for employer identification numbers (EIN) for pools or loan packages

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	The appropriate IRS Service Center is based on state in which Issuer is located. (See Appendix III-8 for information on obtaining an EIN address.)	
Ginnie Mae's Enterprise Portal (GMEP)	Ginnie Mae Relationship Services c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1 Email: ginniemae1@bnymellon.com	<ul style="list-style-type: none"> • Requests for login and password • Submit portal registration forms • Questions regarding portal
GinnieNET	GinnieNET Customer Service c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1 Email: ginniemae1@bnymellon.com	<ul style="list-style-type: none"> • GinnieNET software, hardware, and information • Report monthly aggregate guaranty fee notification • Submission of EDI Agreements and Enrollment Administrator and GinnieNET Authorized Signatories forms • ACH Debits
Fidelity Bond and Errors & Omission Insurance Renewal	Ginnie Mae Financial Report Review Agent	<ul style="list-style-type: none"> • Submit Fidelity Bond and Errors & Omissions Insurance renewals via the Ginnie Mae Enterprise Portal. See Appendix VI-20 of this Guide for specific instructions
Final Certification and Recertification Submissions	Ginnie Mae Relationship Services c/o The Bank of New York Mellon 111 Sanders Creek Parkway East Syracuse, NY 13057 Phone: 1-800-234-4662, Option 5 Email: ginniemae1@bnymellon.com	<ul style="list-style-type: none"> • Submit final certifications and recertifications (paper process)
Payment to security holders	Ginnie Mae Relationship Services c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1 Email: ginniemae1@bnymellon.com	<ul style="list-style-type: none"> • Questions regarding electronic reporting of form HUD 11714 information • Concerns regarding payment to security holders

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Letters of Credit	Ginnie Mae Relationship Services ATTN: Letters of Credit c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Email: ginniema1@bnymellon.com	<ul style="list-style-type: none"> • Submit Letters of Credit for pools past due for final certification or recertification
Security Holder Payments	Ginnie Mae Relationship Services c/o The Bank of New York Mellon 111 Sanders Creek Parkway East Syracuse, NY 13057 Phone: 1-800-234-4662 Option 5 Email: ginniema1@bnymellon.com	<ul style="list-style-type: none"> • Transfer advice questions • Undelivered security holder payments, returned payments, and checks not presented
Monthly Reporting Issuer Assistance (Issuer Support Group—RFS Monthly Report of Pool and Loan Data)	Ginnie Mae ATTN: Data Collection Agent c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul style="list-style-type: none"> • Monthly RFS Reporting Problems • Questions related to RFS testing • Request assistance from Issuer Support Group
New Pool Issuance	Ginnie Mae Relationship Services c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662, Option 3	<ul style="list-style-type: none"> • Submit corrected pool and loan package documents
Pool Processing Agent (Pool and loan package documents)	Ginnie Mae Relationship Services ATTN: Pool Processing Unit c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662, Option 1 Email: ginniema1@bnymellon.com	<ul style="list-style-type: none"> • Submission of pool and loan package documents, agreements and certifications • Transmit or submit pool and loan package documents, including documents for immediate pool or loan package transfer • Update and annual changes to the Resolution of Board of Directors and Certification of Authorized Signatures, form HUD 11702 • Request pre-programmed computer diskette for recertification extension request

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		<ul style="list-style-type: none"> • Submit Master Agreements for servicing, P&I and escrow custodial accounts, and document custodian responsibilities • Request to convert a Ginnie Mae I pool to a Ginnie Mae II pool • Submit final certification and recertifications • Submit requests for transfer of P&I or escrow custodial accounts, document custodian responsibility, and servicing
Pool Transfers	Ginnie Mae Relationship Services ATTN: Pool Transfer c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662	<ul style="list-style-type: none"> • Requests for transfer of Issuer responsibility, including Pool Transfer System diskette
Quarterly Financial Reports	Mortgage Bankers Financial Reporting Form (MBFRF) www.mbfrf.org via e-mail: administrator@mbfrf.org	<ul style="list-style-type: none"> • Submit quarterly financial reports via www.mbfrf.org • Request information from administrator@mbfrf.org
Review Agent (Annual Financial Reports)	Ginnie Mae Financial Report Review Agent	<ul style="list-style-type: none"> • Submit annual financial reports electronically via Ginnie Mae's Enterprise Portal. See Appendix VI-20 of this Guide for specific instructions.
Securities (lost or transfers)	<p>For Transfers: Ginnie Mae Customer Service c/o The Bank of New York Mellon 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 5 Email: ginniemae1@bnymellon.com</p> <p>For Lost Securities: Ginnie Mae Customer Service c/o The Bank of New York Mellon 111 Sanders Creek Parkway Syracuse, NY 13057</p>	<ul style="list-style-type: none"> • Issuance and transfer of certificated securities • Lost, damaged, or stolen securities

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	Phone: 1-800-234-4662, Option 5 Email: ginniema1@bnymellon.com	
Securities (early pool terminations)	Ginnie Mae Office of Securities Operations 451-7 th Street SW, Room B-133 Washington, DC 20410 Phone: (202) 708-2884	<ul style="list-style-type: none"> • Early pool terminations
Servicemember Civil Relief Act	Ginnie Mae ATTN: SCRA Reimbursement c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul style="list-style-type: none"> • Submit SCRA mortgage eligibility information • Submit Requests for Reimbursement • Inquiries concerning SCRA requirements
Transfers of Servicing(MERS)	Ginnie Mae Office of Securities Operations 451 7 th Street SW, Room B-133 Washington, D.C. 20410 Phone: (202) 708-2884	<ul style="list-style-type: none"> • Questions related to MERS transfers (TOB/TOS)